

DEVELOPING
Effective Leaders
AND **Organizations**

TRAINING AND DEVELOPMENT SERVICES THAT HELP INDIVIDUALS AND ORGANIZATIONS SUCCEED.





Leadership Services

The Washington State Department of Personnel (DOP) offers a variety of services that help leaders at all levels grow and succeed. Take advantage of our broad range of leadership consulting, targeted training and other developmental options. In classrooms statewide, in your organization or at your computer, we provide leadership solutions to meet your needs.

Our leadership services and programs help individuals, management teams and organizations succeed in today's performance-driven public sector. We offer a variety of open enrollment and single agency training as well as customized services to help you and your organization succeed.

Professional Leadership **Training**

DOP's training topics and courses are selected and designed to help you develop the leadership competencies necessary for success. We regularly add, drop and modify our course offerings to ensure you get the training you need. We provide required training for supervisors and managers as well as a variety of electives.



Regularly scheduled training

DOP's training courses are highly recommended as managers and supervisors identify the specific areas in which they need additional training. Choose from a broad array of elective options providing in-depth application of effective management practices.

Examples include:

☐ **Supervision Essentials-Phase I**

Minimum skills for a new Washington State supervisor or manager (meets WAC requirement)

☐ **Supervision Essentials-Phase II**

The basics of being a good supervisor

☐ **Mid-Management Academy**

A "nominated" workshop emphasizing the applied basics of being a good manager

☐ **HELP Academy II**

Management and supervision topics specific to liability prevention and effectively managing human resources in the public sector. HELP Academy II is completely updated and current through all the changes brought by personnel system reform.

☐ **Other**

The Department of Personnel offers a variety of additional courses. Check the DOP web site for details.

Single agency training

You may contract for any course to be delivered at your agency. Custom course are also available.

eLearning

The eLearning Network is a hands-on tool for developing Washington State leaders. The online eLearning Network offers nearly 2,000 courses including a wide variety of leadership training. The courses are convenient, user-friendly and ready when you are.

Special events

A series of world class speakers and exchange forums where “best practices” in management are presented and discussed.





Leadership Development **Consulting**

The Department of Personnel provides several types of organization-specific leadership consulting including:

1. **Expert guidance** to support your efforts to develop a high performance leadership development program in your agency.
2. **Analysis, proposal and delivery of customized solutions** that directly develop the skills and competencies your agency needs.
3. **Leadership coaching** to help individual leaders or divisions improve capacity and effectiveness. The coaching process includes assessments, help with solutions and ongoing coaching during implementation.

Leadership **Assessment**

Supervisors to agency directors can request individual and organizational assessments that will provide data for developing leadership competencies.

Organizational assessment

We use a combination of interviews, instrument and existing data to provide you with a comprehensive picture of your organization's effectiveness and leadership impact.

360° Leadership Assessment

The 360° assessment is a powerful performance assessment and feedback process completed by your managers, subordinates, peers and customers and based on essential leadership competencies. The results are accurate, credible and motivating for both the leadership team and individual leaders.







Senior Leadership Development

In addition to leadership coaching senior leaders have access to several programs focused on developing strategic and externally focused leadership skills.

Examples include:

☐ **UW Executive Management Program**

A two week “in-residence” program

☐ **IPMA Senior Leader Program**

A one year program for potential Chief Information Officers

☐ **Certified Public Managers Program**

A one year certificate program with South Puget Sound Community College

☐ **Executive Forums**

Special topics from highly respected experts throughout the year

Getting Started

Explore your personal and professional growth opportunities today. You can access our catalog and services several ways.

Online

Our full catalog of leadership courses and services can be accessed on the Department of Personnel web site at **www.dop.wa.gov**

Hard Copy Course Schedule

Course schedules are updated monthly and delivered to state agencies and higher education institutions statewide. Check with your organization's training representative to learn how you can get a copy.*

** New courses and modifications are regularly posted on the DOP web site. Please check there first for a complete list of available courses.*





In Person

Our office in downtown Olympia offers computers for online searches and a knowledgeable customer service staff. The address is 600 South Franklin, on the corner of Franklin and Legion.

Email/Telephone

If you are interested in leadership development for yourself, your leadership team or your organization, please contact us to set up an appointment.

Email: **traininginfo@dop.wa.gov**

Telephone: **360.664.1921**



WSD Personnel | Human resource leadership and solutions that enable state government to deliver public service excellence.

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